

OFFICE OF SCIENCE (SC) INFORMATION MANAGEMENT (IM) POLICY

Support Center

Introduction: The Information Management Team, through the SC Support Center (SCSC), provides a wide range of computer-related services to the Office of Science to assist in carrying out the work of the organization. Services include the Helpdesk, network operations, hardware and software installation and maintenance. Virtually all issues and problems associated with available SC IM capabilities are addressed by the SCSC. The SCSC is the IM Team's most frequent and direct link to the SC staff. These policies provide an understanding of IM service expectations, limitations, and processes.

Support Center Policy Description Summary: All SC Headquarters staff (including employees, support contractors, summer students, intergovernmental personnel actions (IPAs), detailees, consultants, and Schedule Cs) require the use of a desktop computer with appropriate hardware, software, E-mail, associated storage and access to hardware peripherals such as printers, fax machines, and scanners. In addition, SC staff frequently requires the use of a computer while away from the office. The following policies support the goal of providing computer-related resources and support to SC staff members in the most cost-effective and efficient manner possible.

Policy 1 Cyber Security

1.1 The Department of Energy, Unclassified Cyber Security Protection Program, Notice 205.1, requires that all DOE organizations (federal and contractor) create a Cyber Security Program Plan (CSPP). SC's plan will document the cyber security policies and procedures used to protect computer systems, applications, and information that comprises the SC Metropolitan Area Network (MAN). The SC MAN includes the two local area networks in Germantown and Washington, D.C. as well as contractor sites in the metropolitan area that connect to the SC MAN. Cyber security policy requirements will be added to the Production Policies as the Department/SC develops them.

1.2 Password Policy

All users must have a password that is consistent with the security features listed below. Users must change that password every six months.

(1) Password contains at least eight non-blank characters.

(2) Password contains a combination of letters (preferably a mixture of upper and lowercase), numbers, and at least one special character within the first seven positions.

(3) Password contains a nonnumeric in the first and last position.

(4) Password does not contain the user ID.

(5) Password does not include the user's own or, to the best of his/her knowledge, close friends or relatives names, employee serial number, Social Security number, birth date, phone number, or any information about him/her that the user believes could be readily learned or guessed.

(6) Password does not, to the best of the user's knowledge, include common words that would be in an English dictionary, or from another language with which the user has familiarity.

(7) Password does not, to the best of the user's knowledge, employ commonly used proper names, including the name of any fictional character or place.

(8) Password does not contain any simple pattern of letters or numbers, such as "qwertyxx" or "xyz123xx."

(9) Password employed by the user on his/her unclassified systems is different than the passwords employed on his/her classified systems.

Policy 2 Support Center Assistance

- 2.1** The Office of Science has adopted the industry-wide "Support Center" approach to supporting an organization's IM services. The Support Center will provide all services necessary to ensure that the IM resources and capabilities envisioned in the SC IM Strategic Plan are reliably and continuously provided to support SC's business activities.
- 2.2** The Support Center is responsible for desk-side support, LAN operations, out-sourced hardware support, maintenance of software applications, and IM procurement.
- 2.3** The Support Center operates from 7:30 a.m. to 5:30 p.m. every working day. Requests should be made by phone (1-877-45DOESC), (301-903-5313) or E-mail to SCSC. In-person requests will not result in faster service and are discouraged.
- 2.4** The Support Center will resolve hardware failures at Germantown within 2 hours and at Forrester within three hours. If the resolve time is unacceptable or there is an urgent requirement, a spare (Thin Client) computer (which allows SC LAN & E-Mail access) will be made available immediately until the repair is completed.
- 2.5** After-hours support should be arranged in advance, but if there is an emergency requirement (e.g., budget submissions, Congressional Qs and As, etc.), SC staff should call the Support Center. After hours, the phones are forwarded to an IM Team member who will determine how to respond to the request.

Exceptions : None

Points of Contact: Robbie Green, 301-903-6578; Jeanne Beall, 301-903-4587

Policy 3 Desktop Computers for SC Personnel

- 3.1** All SC Headquarters staff will be provided one desktop computer to perform business functions.
- 3.2** All desktop computers will conform to a standard hardware configuration and will have a standard suite of software installed.
- 3.3** The minimum standard hardware configuration for the SC desktop computer is a 400Mhz with 128 MB RAM and a 15-inch flat panel monitor, that provides the viewing capability of a standard 17-inch monitor, or a 17-inch CRT monitor.
- 3.4** All desktop computers (except for classified machines) will be connected to the SC LAN, which will provide access to an SC LAN-based printer.
- 3.5** On an annual basis (budget permitting), 33 percent of the SC desktop computers will be upgraded (through replacement of the oldest computers).
- 3.6** On-site personal, laboratory and contractor-provided desktop computers and software will not be supported or connected to the SC LAN.
- 3.7** Laptops will not be supported on the SC LAN (due to security reasons).

Exceptions: The few remaining SC Macintosh desktop computers do not fall under this policy. Based on a decision by the SC Executive Steering Committee in August 1998 and in accordance with the SC IM architecture, Macintosh desktop computers are in containment awaiting full retirement in FY 2001. This means that current Macintoshes may be retained until then; remaining users are encouraged to convert to PCs. New staff will be provided only with a standard configuration PC. Macintosh users will not have access to SC/DOE corporate applications (Travel Manager, IMSC, LAN-based E-mail) or shared drives (e.g., P:drive, Q:drive, N:drive).

For Macintosh workstations, the only SC LAN service available is access to the Internet. Software (e.g., for graphics capabilities) is available only if installed on individual workstations. For the currently installed Macintosh workstations, acquisitions and upgrades of hardware and software have been accomplished to provide a common unit. Support Center help is conversant, but not necessarily expert. Data storage is available only on the workstation hard drive.

Points-of Contact: Robbie Green, 301-903-6578; Jeanne Beall, 301-903-4587

Policy 4 Remote Access

- 4.1** All Headquarters SC staff members shall be provided the ability to remotely access most of the capabilities available to them on the SC LAN (in their regular business environment).
- 4.2** Remote access software will be preinstalled in all SC-loaned laptops.
- 4.3** Remote access is provided for personal or off-site computers through:
- (1) Installation of a CD that can be obtained from the SC Support Center, or
 - (2) Use of Outlook Web Access (<http://owa.sc.doe.gov>) by connecting to a personally funded Internet service provider (ISP).
- Use of Outlook Web Access is the preferred approach when working solely with E-mail since there is no added expense to DOE or SC for its use. The SC remote access CD-based approach (which does have a metered expense for its use) must be used if SC LAN functionality beyond E-mail is required (e.g. access to the SC network drives).
- 4.4** SC staff members are expected to use the SC remote access capability for business purposes only.

Exceptions: None

Points-of Contact: Robbie Green, 301-903-6578; Jeanne Beall, 301-903-4587

Policy 5 Loaner Laptops, Blackberrys, Cell Phone, and Pagers

- 5.1** Headquarters SC staff members may obtain a laptop computer for use while away from the office in order to access the capabilities available to them on the SC LAN.
- 5.1.1** Headquarters SC staff members may request a temporary loaner laptop (less than one month) by submitting an E-mail request to the SCSC. The request should identify the business need and required time period. At the end of that period, or sooner if the laptop is no longer needed, the staff member should call the SCSC to pick up the loaner. It is important to return the loaner as soon as possible because a limited number of these laptops are available. While the IM Team has made every effort to have an adequate number on hand, there may be times when the supply of loaners is depleted. Staff members are responsible for removing all needed data from the laptop before returning it to the Support Center.

- 5.1.2** The appropriate Associate / Office Director (AD / OD) must approve requests by SC Headquarters staff for a loaner laptop for long-term use (one month or more). The request should identify the business need and required time period and should be submitted by the AD / OD. It should be submitted by E-mail to the SCSC. Staff members are responsible for removing all needed data from the laptop before calling the Support Center to pick up the laptop.
 - 5.1.3** All laptops will provide the standard suite of software and remote access.
 - 5.1.4** A laptop with a projector for presentations can be provided along with support to make sure the equipment is operating properly for use at Forrestal and Germantown. A laptop can also be provided for off site use but projectors and support are not available.
 - 5.1.4** On an annual basis (budget permitting), 33 percent of SC's laptop pool will be upgraded (through replacement of the oldest computers).
- 5.2** To facilitate communications with SC staff while on travel, the Portable Computer Loaner Pool will include Blackberry Devices, cell phones, and pagers. The Blackberry is a wireless device, a little larger than a pager, that allows users to send and receive e-mail (nation-wide from major metropolitan areas).
 - 5.2.1** Because this loaner pool initially will be limited to six items each, the Blackberrys, cell phones, and pagers will be available only for those on official travel (with approved orders in Travel Manager) or approved contractor travel. Requests will be filled on a first-come, first-served basis.
 - 5.2.2** Users should contact the SC Support Center on 301-903-5313 or via E-mail at SCSC to reserve a unit for a trip.

Exceptions: None

Points-of-Contact: Robbie Green, 301-903-6578; Jeanne Beall, 301-903-4587

Policy 6 Hardware Peripherals (Printers, Fax Machines, Scanners, VTC)

- 6.1** All Headquarters SC staff members will have access to printers, fax machines, scanners, and video teleconferencing (VTC). This equipment will follow standard hardware configuration requirements in accordance with SC's information architecture.

- 6.2 It is possible to print documents to either a single-user desktop printer or a multi-user network printer. Because the network printers are more cost efficient and more technologically advanced, they are the preferred method for printing in SC. The Office of Science has a selection of network-based printers that support multiple users, operate at significantly higher speed than single-user printers, allow double-sided and color printing and produce higher quality documents. The network printers also provide an alternative for transmitting documents within SC (e.g., one can send a document to the recipient's network printer rather than E-mailing it or faxing it). As existing single-user printers break down, SC staff will be redirected to a network printer. It is expected that budget constraints will dictate that multi-user printers will be given priority over single-user printers.
- 6.3 Fax machines will be available only on a multi-user basis.
- 6.4 Scanners will be made available for graphics workstations on an as-needed basis.
- 6.5 All printers provided will be for unclassified printing only.
- 6.6 VTC is available in designated conference rooms in both Germantown and Forrestal. The SCSC can schedule and confirm availability.

Exceptions: None

Points-of Contact: Robbie Green, 301-903-6578; Jeanne Beall, 301-903-4587

Policy 7 Commercial Off-the-Shelf Software

- 7.1 This policy applies only to commercial-off-the-shelf (COTS) software. It does not apply to custom software developed at the SC IM Team's direction by IM contractors supporting SC.
- 7.2 The SC IM Team provides a standard suite of supported COTS software products used by SC staff to meet the organization's business needs. To be considered for inclusion in that suite, commercial-off-the-shelf software products must have a clear business requirement and must also be compatible with SC's information architecture. This is necessary to ensure that the IM support provided to SC is cost-efficient and effective. Revisions to the standard suite of software are made annually as part of the SC IM Strategic Plan update. They are based on changes in business needs identified by SC staff participating in the update process.
- 7.3 The commercial software packages listed in Section 6.4 are available and fully supported by the SC IM Team and the SCSC. Any COTS software that is **not** on the list is considered "non-supported" and will result in limited or no support and potential removal from SC-provided workstations (usually due to conflicting applications).

7.4 **Standard Commercial Off-the-Shelf Software Packages Supported by SC (April 2000)**

Operating System:	
MS Windows 95 OSR 2.1	(Fully Supported)
Document Processor:	
MS Word'97 (SR2)	(Fully Supported)
Avery Label Wizard 2.02	(Fully Supported)
WordPerfect 6.1	(Soon to be Retired)
Spreadsheets:	
MS Excel'97 (SR2)	(Fully Supported)
Database:	
MS Access'97 (SR2)	(Fully Supported)
FoxPro	(Soon to be Retired)
Graphics:	
MS PowerPoint'97 (SR2)	(Fully Supported)
MS Photo Editor 3.0	(Fully Supported)
MS Direct X	(Fully Supported)
Visio	(Fully Supported)
Adobe ImageReady 2.0	(Fully Supported)
Adobe Photoshop 5.5	(Fully Supported)
Adobe Illustrator 8.0	(Fully Supported)
Adobe Acrobat Reader 4.0	(Fully Supported)
Adobe Acrobat 4.0	(Fully Supported)
Adobe Acrobat Catalog 4.0	(Fully Supported)
Adobe Acrobat Distiller 4.0	(Fully Supported)
OmniPage Pro 9.0	(Fully Supported)
PageMaker	(Soon to be Retired)
Project Management:	
MS Project 98	(Fully Supported)
Web-Authoring:	
FrontPage 2000 4.0	(Fully Supported)
Olympus DSSPlayer	(Fully Supported)
Hot Dog	(Soon to be Retired)
Hot Metal	(Soon to be Retired)
Internet Browser:	
MS Internet Explorer 5	(Fully Supported)
Collaborative Services:	

MS Netmeeting 3.01	(Fully Supported)
Quick View Plus 5.0	(Fully Supported)
Citrix ICA Client 4.2	(Fully Supported)
Castelle Fax Press 5.0	(Fully Supported)
Macromedia Shockwave Plug-In 7.0	(Fully Supported)
L&H Voice Express Professional 4.01	(Fully Supported)
Security & Backup:	
ADSM Backup 3.0	(Fully Supported)
Norton Antivirus 5.01	(Fully Supported)
IOMEGAWARE 1.0	(Fully Supported)
WinZip 7.0	(Fully Supported)
E-mail / Calendaring:	
MS Outlook 98	(Fully Supported)
GroupCal	(Fully Supported)
Calendar Creator +	(Soon to be Retired)
Media Players:	
MS Direct X 6.1	(Fully Supported)
Real Player +G2 6.0	(Fully Supported)

- 7.5** Commercial software packages identified as “soon to be retired” will have no new versions installed and no new users. Retirement of such software will be conducted in a manner that ensures that all necessary actions are taken to ensure a smooth transition (e.g., file conversion, training, etc.).
- 7.6** Based on licensing and support considerations, the IM Team will decide whether a software package will be installed as part of the standard desktop configuration or separately on the LAN. The location of the installation will not affect customer access or usage.
- 7.7** In addition to the annual Strategic Plan update, the IM Team will review the need for revisions or additions to the list of supported software periodically based on such factors as industry developments and new business needs.
- 7.7.1** When SC staff identify a business need that cannot be met by existing software, they should contact the SCSC and provide a description of the work that needs to be accomplished and its urgency.
- 7.7.2** If the business need is urgent, the IM Team will conduct a review of an individual request to be certain that it cannot be met by currently available software. Should this happen the Team will provide alternatives for meeting the requirement within the current SC architecture and discuss them with the requestor.

- 7.7.3** If appropriate after that discussion, the IM Team will purchase the software and add it to the standard suite of supported software.

Exceptions: None

Points-of-Contact: Robbie Green, 301-903-6578; Jeanne Beall, 301-903-4587

Policy 8 Electronic Mail

8.1 Auto Archiving

Just as one manages business documents that pile up on one's desk, the documents in the Outlook mailbox must be managed. Continued storage of documents in the Outlook Inbox (the equivalent of one's desk) will negatively affect E-mail system performance, recovery, and backup. To avoid this situation, users should regularly archive their mail. Unlike previous mail systems, which made it difficult to work with archives, the folders and files in Outlook archives are easily found, moved and, when appropriate, deleted.

Folders and files can be archived manually or by enabling Outlook's Auto Archiving. Instructions are available from the Outlook Help Menu, or contact the SCSC for assistance.

7.3 8.2 DOE Corporate E-Mail Policies

All SC E-mail goes through the DOE Corporate firewall, which has the following policy in place:

- All E-mails with attachments less than 5 Megabytes are processed as normal mail.
- All E-mails with attachments greater than 5 Megabytes but less than 10 Megabytes are queued and processed during "non-peak hours."
- All E-mails with attachments greater than 10 Megabytes are rejected.

Options for sending attachments greater than 10 megabytes include breaking a large attachment into smaller files or contacting the SCSC for File Transfer Protocol (FTP) instructions.

NOTE: An individual's current data storage can be determined by taking the following steps:

1. Make sure the Outlook Folder List is open.
2. Right click the "Outlook Today Mailbox username" entry in the Folder List.
3. Select the last item in the menu that pops up "Properties for ...Mailbox username".
4. Click the "Folder Size" button.
5. The "Total Size (Fld + Subfld)" displays the total amount of space your data is using in Outlook (e.g., 20,000KB equals 20MB).

Exceptions: None

Points-of-Contact: Robbie Green, 301-903-6578; Jeanne Beall, 301-903-4587

Policy 9 SC LAN Data Storage Policy

- 9.1** The following major areas of user accessible data storage, each of which is monitored for performance, backed up nightly, and available remotely are maintained. The standard image configuration of SC user workstations will be configured to default to the “N:” drive for users' storage locations by the start of FY01. This is to ensure data integrity for SC users.

N:drive	Users' personal storage area
Q:drive	Work area which allows for data interchange among Divisional / office co-workers
P:drive	Office of Science common repository for data which allows sharing of information throughout SC

- 9.2** Starting August 21, 2000, the P:drive will retain one year's worth of SC LAN data. All data one year of age and older will be migrated to a tape backup system. Once the data has been migrated/archived, the process to obtain access will be as follows:

- Call the SC Support Center and request the data by name, location and/or timeframe.
- Allow the Support Center adequate time (approximately eight hours) to restore the data. (In the event of an emergency, the SC Support Center will, of course, make every effort to restore the requested data as soon as possible.)

- 9.3** Users are responsible for backing up any local data (i.e., data on a user's C:drive). The SCSC can configure and demonstrate the use of the workstation backup procedures to allow the user to recover data using ADSTAR Distributed Storage Manager (ADSM), which is located on the LAN (Start/Programs/ADSM Backup: the word “backup” is the password).

- 9.4** If a user's system crashes, the SCSC will reinstall the standard installed software applications. Any data, which was not stored by the above- mentioned means would be lost.

Exceptions: None

Points of Contact: Robbie Green 301-903-6578; Jeanne Beall 301-903-4587

Policy 10 Training

10.1 IM-related training is provided in four ways.

1. Computer-based training programs (CBTs) available on the LAN;
2. Departmental classes (See the SC-622 training Web page);
3. SC IM-provided training for:
 - (1) a planned rollout of a new capability developed by the IM Team;
and
 - (2) an SC-wide conversion from an existing to a new capability; and
4. Outside vendor training as needed via utilization of the Training Form.

Exceptions: None

Points of Contact: Robbie Green, 301-903-6578; Jeanne Beall, 301-903-4587; Sheila Frizzell, 301-903-8979